



SC-PAY GRADE 9

## **UTILITY ACCOUNT SPECIALIST I**

### **DUTIES AND FEATURES OF THE CLASS:**

The employee in this class performs skilled tasks involving a wide variety of utility account duties. The work requires the exercise of judgement and technical expertise in the application of prescribed procedures and methods and tact in dealing with the public. The work is performed under the general direction of a supervisor and is reviewed periodically.

### **EXAMPLES OF WORK:**

Assists engineers, developers, plumbers, realtors, and the general public with disposition of problems, questions, requests or complaints regarding sewer and water related activities; establishes and maintains Equivalent Dwelling Unit (EDU) and front footage assessment information on new and existing water and sewer accounts based on property size and usage; creates service orders for all account changes and submits to Billing Department to generate accurate billing; processes sewer and/or water connection permits and various other permits; accepts and processes fees due for various permits and plumbing licenses; tracks and ensures plumbers certifications meet County requirements; edits maps for all parcels/accounts in respective districts to track development phases, substantial completion and connection information; schedules inspections and for connections to sewer and water districts; files and researches material alphabetically, numerically, or by other classification.

### **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

Ability to interpret county ordinances pertaining to sewer and water districts; ability to interpret tax maps; general knowledge of office terminology, procedures and equipment; ability to create and maintain spreadsheets; ability to understand and follow oral and written directions; ability to adhere to prescribed departmental routines; ability to grasp complex ideas; ability to accept and adapt to changes; ability to establish and maintain effective working relationships with property owners, representatives from other agencies, staff, department heads, elected officials and the general public.

**QUALIFICATIONS:**

Minimum High School diploma or GED with emphasis on office practices or any equivalent combination of education and experience which provides the required knowledge, skills, and abilities; must have excellent verbal and written communication skills; strong customer service skills; must be proficient in Microsoft Office (Word, Excel, and Outlook); excellent organizational skills.

**ADDITIONAL REQUIREMENTS:**

- Direct Deposit Required
- Pre-Employment Background Screening
- Pre-Employment Drug/Alcohol Testing
- 35-hour workweek (Monday - Friday)
- Possession of a valid driver's license

Revised 7/2015